Listing of Claims

1. (Previously Presented) A method of routing work items in a multi-channel communication queuing system, the method comprising:

 forming a list of routes, wherein each route includes information related to the type of communication media available along the route for handling one or more of the work items; and

 entering one or more escalation rules for a route, wherein each of the escalation rules comprises a definition of processing for a work item along the route.

2. (Original) The method of claim 1, wherein each route further includes information indicating whether the route is active.

3. (Original) The method of claim 1, wherein each route further includes information related to the priority of the route.

4. (Original) The method of claim 1, wherein each route further includes information related to whether work items can be handled real-time.

5. (Original) The method of claim 1, wherein each route further includes information related to the service level for work items handled on the route.

6. (Original) The method of claim 1, wherein each route further includes information related to the number of work items that can be assigned to the route.

7. (Original) The method of claim 1, further comprising entering one or more properties for the route.

8. (Original) The method of claim 7, further comprising combining two or more of the properties of the route using a boolean operator.

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9. (Original) The method of claim 7, further comprising substituting a value for a variable in one or more of the properties.

10. Canceled.

11. (Previously Presented) The method of claim 1, further comprising combining two or more of the escalation rules using a boolean operator.

12. (Previously Presented) The method of claim 1, further comprising substituting a value for a variable in one or more of the escalation rules.

13. (Original) A computer readable storage media comprising:
computer instructions to implement the method of claim 1.

14. (Original) A signal in a carrier medium comprising:
computer instructions to implement the method of claim 1.

15. (Previously Presented) An apparatus for routing work items in a multi-channel communication queuing system, the apparatus comprising:
means for forming a list of routes, wherein each route includes information
related to the type of communication media available along the route for
handling one or more of the work items; and
means for entering one or more escalation rules for a route, wherein
each of the escalation rules comprises a definition of processing for a work
item along the route.

16. (Original) The apparatus of claim 15, wherein each route further includes one or more of the following types of information: whether the route is active; the priority of the route; whether work items can be handled real-time; the service level for work items handled on the route; and the number of work items that can be assigned to the route.

17. (Original) The apparatus of claim 15, further comprising means for entering one or more properties for the route.

18. (Original) The apparatus of claim 17, further comprising means for combining two or more of the properties of the route using a boolean operator.

19. (Original) The apparatus of claim 17, further comprising means for substituting a value for a variable in one or more of the properties.

20. Canceled.

21. (Previously Presented) The apparatus of claim 15, further comprising means for combining two or more of the escalation rules using a boolean operator.

22. (Previously Presented) The apparatus of claim 15, further comprising means for substituting a value for a variable in one or more of the escalation rules.

23. (Previously Presented) A database structure for a multi-channel communication queuing system, comprising:

    a list of routes, wherein the list of routes includes information related to one or more properties for a route; and

    one or more escalation rules for the route, wherein

        each of the escalation rules comprises a definition of processing for a work item along the route.

24. Canceled.

25. (Original) The database structure of claim 23, further comprising information related to the type of communication media available along the route for handling one or more of the work items.

26. (Original) The database structure of claim 23, further comprising one or more of the following types of information: whether the route is active; the priority of the route; whether work items can be handled real-time; the service level for work items handled on the route; and the number of work items that can be assigned to the route.

27. (Previously Presented) A system for routing work items to agents, wherein the work items can be of one of two or more different communication media types from two or more different communication channels, comprising:

    a queuing engine including

          a list of routes, wherein the list of routes includes information related to one or more properties for each route, and

        information related to one or more escalation rules for a route, wherein each of the escalation rules comprises a definition of processing for a work item along the route.

28. Canceled.

29. (Original) The system of claim 27, wherein the list of routes further includes information related to the type of communication media available along the route for handling one or more of the work items.

30. (Original) The system of claim 27, wherein the list of routes further includes information related to one or more of the following types of information: whether the route is active; the priority of the route; whether work items can be handled real-time; the service level for work items handled on the route; and the number of work items that can be assigned to the route.

31. (Original) The system of claim 27, wherein the queuing engine is operable to determine the communication media type required to handle each work item, and to assign each work item to one of the one or more agents based on the communication media type.

32. (Original) The system of claim 27, wherein the queuing engine is operable to determine the language required to handle each work item, and to assign each work item to one of the one or more agents based on the language required.

33. (Original) The system of claim 27, wherein the queuing engine is operable to determine the level of agent skill required to handle each work item, and to assign each work item to one of the one or more agents based on the level of skill required.

34. (Original) The system of claim 27, wherein the queuing engine is operable to determine a category for each work item, and to assign each work item to one of the one or more agents based on the category of the work item.

35. (Original) The system of claim 27, wherein the queuing engine is operable to determine a recipient for each work item, and to assign each work item to one of the one or more agents based on the recipient of the work item.

36. (Previously Presented) The system of claim 27, wherein the queuing engine is operable to determine the amount of time that a work item has been waiting to be assigned to an agent, and to escalate the search for an agent to handle the work item based on the escalation rules.

37. (Previously Presented) The method of Claim 1 wherein the escalation rule further comprises:
    a generalization of a work item parameter, wherein
        the generalization expands processing options along the route.